

sent on 3/22/99
CHRISTEL VAN DYKE
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(708) 614-0032

March 21, 1999

Consumer Fraud Bureau
Office of Attorney General
100 West Randolph Street
12th Floor
Chicago, IL 60601

Attention: Al Flores

Dear Mr. Flores:

Thank you for your response dated March 16, 1999. Ameritech's response dated March 8, 1999, is unsatisfactory. Even though there appears to be no evidence of any mechanical difficulties with the line, Ameritech has not offered a resolution to the existing problem.

Ameritech has not explained to my satisfaction why on the average 20 calls are made to the same phone number when no one in my household has dialed them. This problem persisted for years. Per Ameritech's suggestion, I have purchased Caller Code for \$7.95 per month to monitor all outgoing calls and kept daily logs of all outgoing calls. Now, after taking such extreme measures and making a \$7.95 investment per month, has my monthly bill normalized.

By having a Caller Code, which prevents my family from normal use of the phone, and constant logging and monitoring of all calls, minimizes the freedom and the convenience of using the telephone.

I want to be reimbursed for all the overbilled calls and compensated for the aggravation and the inconvenience Ameritech has caused me.

I will be awaiting your response.

Thanks you for your immediate attention to this matter and look forward to hearing from you.

Sincerely,


CHRISTEL VAN DYKE

OFFICIAL FILE

I.C.C. DOCKET NO. 01-0257

Respondent Exhibit No. 7

Witness _____

Date 4/1/99 Reporter CB